

Computer TELEPHONY

The Magazine for Computer and Telephone Integration

CT Demo & Expo

The Best Of CT Demo & Expo 98

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Nine vendors (out of hundreds) tabbed in eight categories:

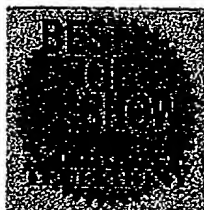
Calista's PBXoverIP Solo; Amtelco's XDS Infinity Series H.100 multi-chassis connection card; Dialogic's BoardWatch SNMP- Compatible Software for remote CT board management; Interactive Intelligence's Enterprise Interaction Center automatic fail-over demo; Natural MicroSystems' wide-ranging live technology demonstration; CT Labs' new testing service; Altigen's and ArtiSoft's comm server upgrades; and Microlog's uniQue Agent multimedia call-center automation platform.



SELECTED BY THE EDITORS & SHOW JUDGES.

BEST CALL-CENTER
INNOVATION:

MICROLOG'S UNIQUE
ALL•IN•ONE
UNIQUE AGENT



Microlog (Germantown, MD — 301-428-9100) came very well prepared with both demo and design concept. Their guys wore snazzy green vests and bowties; their booth was done in neon rings above and matching green logo.

Best yet, they had something to show. In this case, their new uniQue Agent call-center product. It's taking more than just voice into the ACD, and going beyond

